

Abstract

An information assistance service is provided, which enables a user to generate a personal dialing queue containing multiple listings, and to call multiple parties listed in the personal dialing queue without the need to make additional requests for information assistance. In an illustrative embodiment, a request is received from a user for multiple listings representing parties that the user wishes to contact. In response, the operator conducts a search and generates a personal dialing queue that includes a list of telephone numbers, each associated with a respective party. A first telephone number is selected from the personal dialing queue, and a connection is established between the user and the first telephone number. Call status signals associated with the connection are monitored. When the called party disconnects, and the user remains on the line for a predetermined period of time, a second connection is made for the user to a second telephone number selected from the personal dialing queue. This process may repeat until the list of telephone numbers in the personal dialing queue is exhausted.